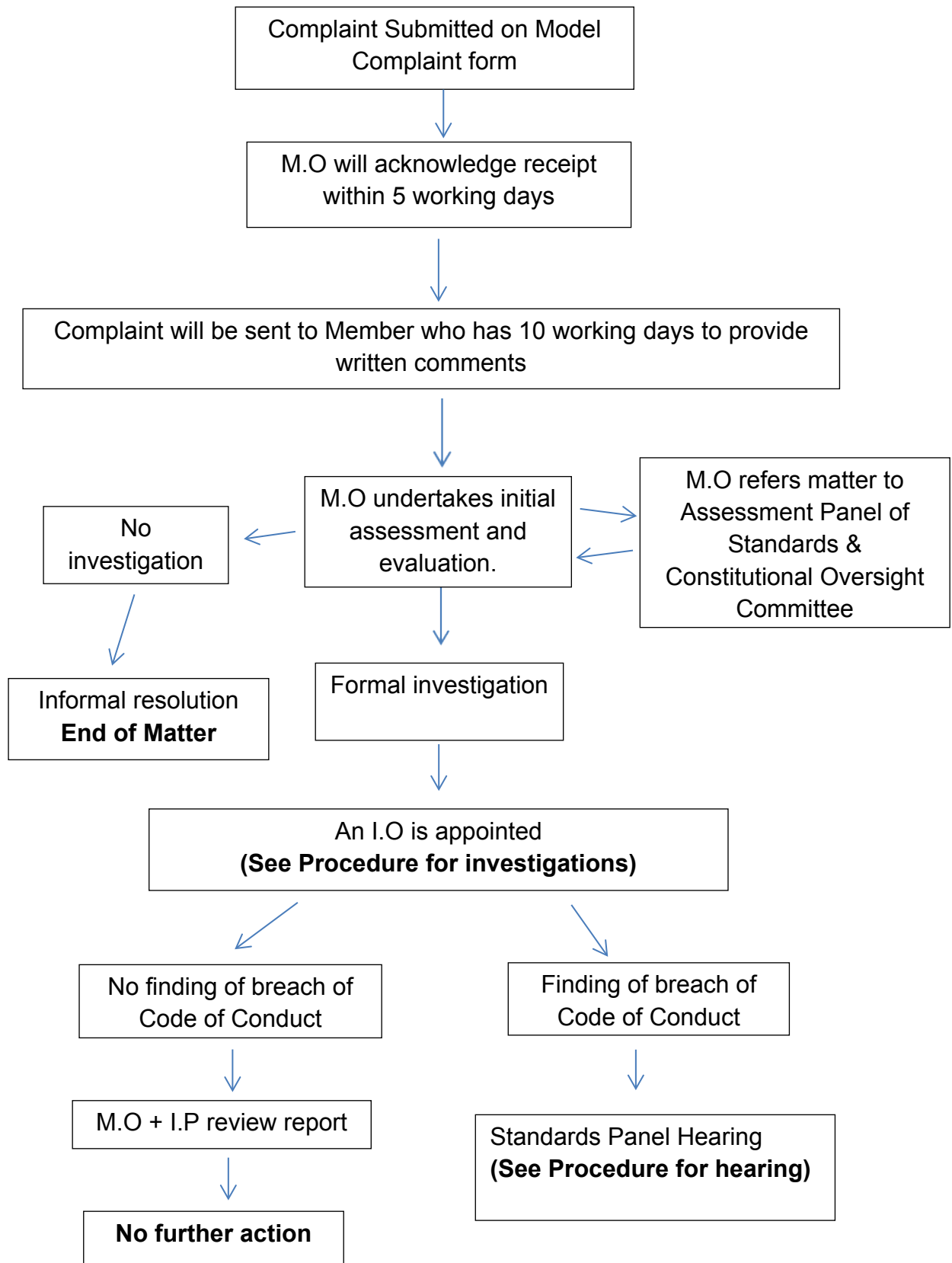


**STANDARDS COMPLAINT PROCESS FLOWCHART**



KEY  
 M.O – Monitoring Officer  
 I.O – Investigating Officer  
 I.P – Independent person